

GEMINI Shipping Policy

Domestic Shipping Policy

Shipment processing time

All orders are processed within *[1-2 business days]*.

GEMINI ships out orders Monday-Friday with the exceptions of weather closures and national US holidays.

Shipping rates and delivery estimates

Shipment method	Estimated delivery time	Shipment cost
<i>Ground</i>	<i>2-3 business days</i>	<i>\$0-\$25*</i>
<i>International</i>	<i>3-6 business days</i>	<i>\$0-\$25*</i>

**Shipping cost depends upon product ordered or package size.*

Shipment confirmation and order tracking

Once processed your order will receive a tracking number via email and your account on the order page.

Damages

GEMINI is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier directly to file a claim. Please save all packaging material and damaged goods before filing a claim.

Returns Policy

REFUND OF PRODUCT – NO TERMINATION. If you are not 100% satisfied

42

With our products, you may return them for a refund if neither you nor we have terminated the Member Agreement and the products were purchased within thirty (30)

days and are in a resalable condition. The refund shall be at 90% of the last purchase

price shipping and handling charges incurred by you when the products were purchased will not be refunded. If more than one order is returned within a six (6) month

period the company may consider this an act of voluntary termination and terminate your Member agreement.

REFUSED PRODUCT. If you order products and then refuse delivery, your order will be subject to the restocking fee and other procedures for return therein, and we may charge you for the return shipping costs. If more than one order is refused within a six (6) month period the Company may consider this an act of voluntary termination and terminate your Member Agreement.

REFUND PROCEDURES. To receive a refund, you must comply with the following:

B.4.a. Obtain a Return Merchandise Authorization (RMA) number by contacting our customer service department. This RMA number must be written on the exterior of each carton returned. RMAs are valid for thirty (30) days from the date of issue.

B.4.b. Proper shipping carton(s) and packing materials are to be used in packaging the product(s) being returned for replacement. All returns must be shipped to Gemini

pre-paid. Gemini does not accept shipping collect packages. The risk of loss in shipping for returned products shall be borne by you. If the returned product is not received by

the Company's distribution center, it is your responsibility to trace the shipment.

B.4.c. The 30-day money-back guarantee does not apply to any resale items. Any resale of product is not covered by Gemini.

Shipping and handling charges incurred by you when the products were purchased will not be refunded.